

<b>4th Quarter 2006 Shipper Comments and Complaints</b>					
<b>Date</b>	<b>Region</b>	<b>Central Issue</b>	<b>Problem</b>	<b>STB Action</b>	<b>Commodity Group</b>
10/2/2006	Midwest	Rail Service	Complaint about missed switches and delayed railcars resulting from miscommunications between shipper, short line and other carriers	Worked with all parties to determine cause of communication breakdown and implement improved process	Forest Products
10/3/2006	South	Demurrage	Complaint regarding mounting demurrage charges due to changes in operations	Discussed specific issues with the shipper at length; shipper did not want to file a Rail Consumer Assistance complaint	Forest Products
10/3/2006	West	Rates	Complaint about rate increases on specific lanes of traffic contained in public tariff	OCCA staff advised the shipper as to regulations involving rate increases; shipper chose not to file a Rail Consumer Assistance complaint and therefore OCCA did not contact the serving carrier	NA
10/10/2006	Midwest	Rates	Complaint about rate increases	Advised shipper of applicable sections of CFR and USC which governed protocol for rate increases and the common carrier obligation	Agriculture
10/10/2006	South	Fuel Surcharges	Inquiry regarding STB position on railroad fuel surcharge policies	Advised shipper on STB fuel surcharge hearing as well as STB actions following the hearing; also explained how shippers can check the status of Board matters on the internet	Intermodal
10/16/2006	Northeast	Information Request	Letter to Rail Consumer Assistance Program inquiring about employment with railroads	Contacted individual with reference to Class I websites for employment information on hiring and training	NA
10/16/2006	South	Rail Service	Complaint about impact of railroad embargo	Handled with railroad and shipper to resolution	Metals and Minerals
10/26/2006	Midwest	Rail Service	Complaint about railroad storage policy changes for railcars containing hazardous materials	Reviewed the policy changes with customer; advised of STB interest in issue as well as applicable regulatory policy	Chemicals
10/30/2006	N/S	Information Request	Inquiry regarding the common carrier obligation	Provided response and reference to applicable portion of U.S. Code	N/S
10/31/2006	South	Rail Service	Complaint about potential service revocation	Raised shipper concern with applicable railroad which provided detailed response. Still working with carrier and shipper towards resolution as of 12/31/2006.	Forest Products
11/1/2006	West	Rail Service	Rail Consumer Assistance complaint about loss of service due to embargo	OCCA staff worked extensively with shipper and railroad to restore necessary service for shipper	Metals and Minerals
11/7/2006	West	Demurrage	Rail Consumer Assistancess complaint about demurrage charges possibly arising from reduction in rail service	Reviewed demurrage bills with shipper; initiated communications between shipper and railroad; received response from railroad and reviewed it in detail with shipper	Agriculture

11/14/2006	South	Rail Service	Rail Consumer Assistance complaint about embargo and its impact on local shippers	Contacted railroad involved; ultimately worked with shipper and railroad to modify embargo to satisfy shipper	Agriculture
11/15/2006	South	Rail Service	Rail Consumer Assistance complaint filed regarding service dispute with the serving railroad, as well as outstanding billing and communication issues	Currently working with shipper and railroad to improve understanding and resolve ongoing service issues	NA
11/28/2006	Northeast	Demurrage	Rail Consumer Assistance complaint about demurrage charges and billing	Contacted the railroad on behalf of the shipper; railroad provided a detailed response and OCE addressed standard industry practices with shipper	Forest Products
12/21/2006	N/S	Other	Individual Contacted STB erroneously in attempt to contact a different agency	Contacted individual and explained Rail Consumer Assistance Program function; recommended contacting the appropriate agency	NA
12/22/2006	West	Rail Service	Potential service revocation	STB Contacted shipper, railroad and land owner regarding plans to alter service; Addressed specifics of plan for track removal as well as options available for alternate service. Handled satisfactorily with shipper.	Forest Products
12/27/2006	Northeast	Other	Inquiry about STB jurisdiction	Responded with detailed explanation and contact information	NA